



U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100216

Date Received

Repository

14-MAR-2005

Reference No.
10115082

OWNER INFORMATION (Type or Print)

Name [Redacted]
Address [Redacted]
City BLOOMINGTON State IL Zip Code [Redacted]

Daytime Telephone Number [Redacted]
Evening Telephone Number [Redacted]
E-mail Address [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of [Redacted] provide your name or address to the vehicle manufacturer. YES NO
Signature of Owner [Redacted] Date 3/23/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1J4GWSGN81C [Redacted]
Make: JEEP Model: GRAND CHEROKEE Model Year: 2001
Date Purchased: 7/23/01 Dealer's Name and Telephone Number: 800-541-6258
Engine: No. Cylinders: 8 Fuel Type: GAS
Original Owner: Dealer's City: [Redacted] State: IL Zip Code: 61810
Transmission Type: AUTOMATIC Antilock Brakes Cruise Control
Powertrain: [Redacted] Vehicle Component Code: 034630 SERVICE BRAKES, HYDRAULIC: FOUNDATION COMPONENTS
Multiple Failure: 4

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 02-AUG-2001
Failure Mileage: 9764 Failure Speed: 45
Brake Rotors

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/65R15): [Redacted]
DOT No. (Example: DOTM18ABC036): [Redacted] Original Equipment Prior Repair Failure Location: [Redacted]
Tire Component Code: [Redacted] Tire Failure Type: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]
Seat Type: [Redacted] Installation System: [Redacted]
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash: Yes No Fire: Yes No
Number of Persons Injured: 0 Number of Deaths: 0 Reported to Police: N

Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

WHILE DRIVING 45 MPH BRAKES WERE APPLIED AND THE VEHICLE VIBRATED UNCONTROLLABLY. VEHICLE WAS TAKEN TO THE DEALER FOR INSPECTION, AND MECHANIC DETERMINED THAT THE ROTORS NEEDED TO BE REPLACED, AND REPLACED THEM THREE TIMES. HOWEVER, THE PROBLEM RECURRED. *AK

Consistent Problem with Rotors. Dealer Acknowledged Problem But Limited to Jeep Assurance. Internet Research Shows widespread Problem with Jeep Rotors. Current Mileage 29,800 miles. Problem re-occurs every 6-8,000 miles.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

CAUSED JEEP MANY TIMES REPAIRING PROBLEMS - THEY HAVE HEARD SAME COMPLAINT FROM OTHER OWNERS. ONE CUSTOMER SERVICE MEMBER RECOMMENDED BUYING NON-ALGAR PARTS! (ARTER MARKET PARTS) ALTHOUGH I HAVE NOT OCCURRED EXPENSE TO DATE, JEEP WILL NOT CORRECT PROBLEM. I AM NOW FORCED TO SPEND \$100.00 FOR ROTORS = PAIN OUT OF MY POCKET. I CANNOT TRANSPORT MY SON'S 2+ YEARS OLD DUE TO EXTREME VIBRATIONS WHICH MAKE THE HEAD/NECK SORE UNACCEPTABLY. I DO NOT CONSIDER THIS VEHICLE A SAFE OR COMFORTABLE FORM OF TRANSPORTATION FOR MY FAMILY. I DO NOT EXPECT BRAKES FOR FREE FOR LIFE OF OWNERSHIP BUT @ 24,000 MILES - 3 TIMES IS A PROBLEM ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation National Highway Traffic Safety Administration Office of Defects Investigation, NVS-216 400 7th Street, SW Washington, DC 20590



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DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM ON

DASH2DOT

and dial toll free at

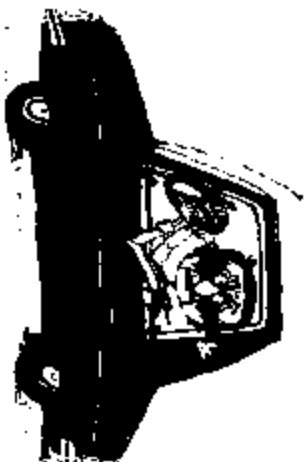
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